

Top 10 Frequently Asked Questions

Q: Does it cost anything to participate in HumanaVitality?

A: All members of the Kentucky Employees' Health Plan are automatically enrolled with no out-of-pocket cost.

Q: How do I earn points?

A: Vitality Points are earned by completing goals and/or more than 30 verifiable activities. These activities are grouped into four categories — Education, Prevention, Fitness, and Healthy Living. Examples of HumanaVitality goals and activities include Health Assessment completion, reaching or maintaining a healthy weight, exercising regularly, annual preventive care screenings, educating yourself about certain medical conditions or risks, and making smart lifestyle choices such as staying or becoming tobacco-free.

Q: What kind of stuff can I win?

A: You can win from over 600,000 name-brand items in the HumanaVitality Mall, including SONY, Apple, Cuisinart, Garmin, Cannon, Hyatt, and the Ritz-Carlton to name a few. Items such as movie tickets, music downloads, name brand merchandise, hotel discounts and much more.

Q: How do I get started?

A:

1. Register online. Visit <http://livingwell.ky.gov>, click on "Log-in" under HumanaVitalitySM.
2. Complete your Health Assessment and earn up to 1,000 Vitality PointsTM just by taking a quick, confidential health assessment.
3. Get your Vitality Check[®]. The Vitality Check is a blood screening and biometric assessment that measures body mass index (BMI), blood pressure, blood glucose, waist circumference and total cholesterol. Visit the Vitality Check locator to find a location near you!
4. Get started on your Personal PathwayTM a customized plan that will recommend goals and related activities.

Q: I've waived the state-sponsored insurance, can I still participate?

A: No, only Kentucky Employees' Health Plan members are eligible to participate.

Q: What does a Vitality Check measure and where do I get one?

A: A Vitality Check is a blood screening and biometric assessment that measures body mass index (BMI), blood pressure, blood glucose, and total cholesterol. It provides an assessment of an individual's basic health and offers valuable insight into health risks. You can set up your appointment through one of our Vitality Check partners including Concentra[®] Medical Centers, Walgreen's Take Care Clinics, Kroger Little Clinics, any of the four Frankfort First Onsite Clinics your local health department, or doctors' offices (a co-pay may be required at doctors' offices).

Q: Is the Vitality Check free?

A: There is no cost to members at Vitality Check partner locations, health departments or First

Onsite Clinics in Frankfort. Doctor office visits may require a co-pay. Your cost will vary depending on the KEHP medical coverage you elected.

Q: Can my family participate?

A: Yes, if your family members, including dependents aged 18 and over, are on the medical plan, they are eligible to earn Vitality Points, which will contribute to your aggregate family status, but only you will be able to redeem the Vitality Bucks.

Q: What if I don't remember my password?

Contact HumanaVitality Customer Service at 1-877-KYSPiRiT (1-877-597-7474).

Q: It would not let me in when I originally registered in January. Can I get in the system now?

A: There have been upgrades made to the system since January. Visit <http://livingwell.ky.gov>, click on "Log-in" under HumanaVitalitySM. Members who have already registered on MyHumana will not need to register again. Your login ID and password will be the same. Contact HumanaVitality Customer Service at 1-877-KYSPiRiT (1-877-597-7474) if you have any problems logging in.